



**DEPARTMENT OF PUBLIC SOCIAL SERVICES**  
**WELFARE FRAUD PREVENTION & INVESTIGATIONS SECTION**

Number  
03-26

Date:  
November 3, 2003

**Administrative Memorandum**

**SUBJECT: WFP&I UNIT CLERK PROCEDURES**

**REFERENCE:**

CANCELS:


FILE IN: WFP&I Handbook

This Administrative Directive releases the revised Unit Clerk (UC) Handbook for the Welfare Fraud Prevention & Investigations (WFP&I) Section. The Handbook incorporates all policies and procedures relating to the duties of the UC assigned to the WFP&I Section. It provides the Supervising Welfare Fraud Investigator (SWFI), Welfare Fraud Investigator (WFI) and UC with a clear understanding of the UC's responsibilities and duties.

The policies and procedures outlined in this Handbook shall be implemented immediately upon receipt. The SWFI, WFI, and UC are responsible and accountable for the material in this Handbook.

This Handbook cancels the previous UC Procedures and replaces all WFP&I Administrative Memorandums (AM) and Program Memorandums (PM) related to the materials covered in this Handbook. Revisions and additions will be released in Manual Letter form.

Questions regarding this material should be directed to your immediate Supervisor.

  
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Welfare Fraud Prevention & Investigations Section

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Distribution: Administrative Staff  
Supervising Welfare Fraud Investigators  
Welfare Fraud Investigators  
Unit Clerks

**1-100****PURPOSE**

The purpose of this Handbook is to provide a clear understanding of the responsibilities and performance expectations for staff assigned to the position of Unit Clerk in the Welfare Fraud Prevention & Investigations (WFP&I) Section.

The Handbook is the property of Los Angeles County. The employee may retain the Handbook as long as he/she is assigned to the WFP&I Section. However, the Handbook shall remain the property of the WFP&I Section if the employee leaves County employment or transfers to another section.

The Handbook is to be filed in the WFP&I Handbook binder. Revisions and additions will be released in Manual Letter form. Each Handbook holder will receive a copy of all new or revised material to be filed in the WFP&I Handbook binder.

Staff assigned to the WFP&I Section are required to follow the policies and procedures outlined in this Handbook except as otherwise instructed by the Director of the Welfare Fraud Prevention & Investigations Section or by a Deputy Director.

**01-101      DEFINITION**

The word "Unit" is defined as "A Single Thing or Person; Group Regarded As One". The word "Clerk" is defined as "One Who Is Employed To Do Correspondence, Keep Accounts, etc. Therefore, a Unit Clerk is someone who is employed to do correspondence, keep account of records/files and secretarial duties for a group.

The Unit Clerk is a major part of the unit. The responsibilities assigned to the Unit Clerk include but are not limited to the following:

- receiving and distributing correspondence;
- taking messages;
- proofreading the work of the Supervising Welfare Fraud Investigator (SWFI) and/or the Welfare Fraud Investigator (WFI).
- providing printouts from the various computer systems as requested; and
- typing forms or other documents as requested by SWFI or WFI.

**01-102      GENERAL RESPONSIBILITIES**

The Unit Clerk shall complete the following:

**A.      ORGANIZE WORK STATION**

1.      Maintain desk and/or workstation as follows:
  - a.      Label baskets, i.e. "IN", "OUT", "MAIL", ETC.
  - b.      Keep copies of Welfare Fraud Investigator's (WFI's) PA 632, Field Itinerary.
  - c.      Keep copy of Unit's Duty Schedule.
  - d.      Maintain a ready supply of work tools and supplies.
  - e.      Keep copies of WFI's telecommuting schedule.

**B.      TELEPHONE**

1.      Answer the telephone as follows:
  - a.      "Welfare Fraud Prevention & Investigations Section, Jane Doe speaking."
  - b.      Answer ringing telephone in the absence of SWFI, WFI or neighboring Unit Clerk.

**NOTE:** Although SWFIs and WFIs have "Voice Mail", the Unit Clerk must answer any ringing telephone that is not picked up by voice mail after 4 rings.

2.      Take messages for Unit Members. All messages must include the following:
  - a.      Name of person calling;
  - b.      Date and time call was received;
  - c.      Caller's return telephone number; and
  - d.      Message or purpose of call.
3.      Immediately place all messages on the appropriate desk.



**01-102 GENERAL RESPONSIBILITIES (Continued)**

4. Forward emergent calls to the Duty Investigator, SWFI or Administration in the absence of the WFI.
5. Receive the mandatory check in/out call from a "Telecommuting" WFI as follows:
  - a. Annotate the time of the call; and
  - b. Inform the SWFI of the call.

**C. REFFERALS FOR INVESTIGATION**

Process the referrals for investigation assigned to the WFIs in Unit as follows:

1. Receive referral and/or Central Fraud Folder (CFF) from SWFI or Assignment Unit;
2. Type WFP&I 150, Investigation Log, in triplicate, at request of the SWFI or WFI; and or
3. Receive the first copy of the WFP&I 150 from the WFI and retain for the Unit's records.
4. Distribute the second copy to WFI, and the original to SWFI .

**D. PHOTOCOPY**

1. Photocopy documents as requested by SWFI and/or WFI.
2. Return original and all copies to SWFI and/or WFI's "IN" basket.

**E. WFP&I COMPUTER SYSTEMS**

The Unit Clerk shall use WFP&I's Computer Systems as follows:

1. LEADER - Los Angeles Eligibility Automated Determination Evaluation and Reporting System.
  - a. Access and print LEADER screens as requested by SWFI and/or WFI.

**NOTE:** Closing investigations on LEADER is the responsibility of the SWFI.

**01-102 GENERAL RESPONSIBILITIES (Continued)**

## 2. WCMIS

- a. Access and print WCMIS screens as requested by SWFI and/or WFI.

## 3. MAPPER

- a. Access and print MAPPER screens as requested by SWFI and/or WFI.

**F. PROCESS AND MAIL DOCUMENTS PREPARED BY SWFI AND/OR WFI**

1. Prepare documents for mailing;
2. Place documents in the designated basket to be picked up by the mail clerk.

**G. TYPE FORMS AND OTHER DOCUMENTS**

The Unit Clerk shall type forms and other documents as requested by the SWFI and/or the WFI as follows:

1. Receive the WFP&I 32, "Unit Clerk Request Form", indicating the forms or documents to be typed.
2. Complete the assignment by the end of the second working day following the request or as instructed by SWFI.
3. Distribute forms or documents as directed by the SWFI and/or the WFI.
4. Forms requested to be typed may include but are not limited to:
  - a. PA 230, Request for Verification/Certification of Evidence for Birth, Death, Marriage and Divorce records;
  - b. SSA 1610, Public Assistance Agency Information Request for Social Security information;
  - c. CA-5, Veteran's Benefits Verification and Referral;
  - d. PA 6-1, Miscellaneous Transmittal, showing cases/documentation transmitted internally or externally to outside agencies/departments (i.e. DAT, District Offices, Appeals, etc.);

**01-102 GENERAL RESPONSIBILITIES (continued)**

- e. WFP&I 23, Fraud Investigation Interim Report;
  - f. All other authorized memos and/or forms requested by the SWFI or WFI.
5. Initial and return WFP&I 32 to SWFI or WFI indicating requested forms have been typed.

**NOTE:** Types "SECOND REQUEST" in BOLD LETTERS at the top of the document or correspondence if the SWFI or WFI is initiating a second request for the information.

**H. OTHER ASSIGNMENTS**

- 1. Receive Computation packet(s) from the SWFI or WFI and deliver to the Computation Unit.
  - 2. Check Computation Unit daily for completed computation packets and deliver completed packets to the SWFI's "in" basket.
  - 3. Receive PA 2241, FKI Request, from WFI and deliver it to the Clerical Section.
  - 4. Return historical/master case(s) or CFFs received from WFI to FKI as follows:
    - a. List cases(s) or CFF(s) on the Transmittal for Storage of Case Records.
    - b. Ensure that the case number matches identification number indicated on white label attached to Historical/Master case.
- NOTE:** FKI will not accept the case record if the case number on the label is a Legacy number but the case number on the transmittal is a LEADER number.
- c. If Historical/Master case is closed, annotate date the case was closed on the white label attached to case, and check "Yes" in appropriate box on the transmittal
  - d. If Historical/Master case is open, check "NO" in the appropriate box on transmittal.
5. Maintain the FKI Manifest for tracking purposes.



**01-102 GENERAL RESPONSIBILITIES (continued)**

6. Receive the WFP&I 363, Request for CA7/CW7s completed by the WFI and deliver it to Clerical Section.
7. Order and maintain the unit's supplies in a timely manner.
8. Check unit's incoming mail slot regularly.
9. Sort and distribute mail addressed to the SWFI or WFI.

**NOTE:** The UC must clear mail on LEADER, MAPPER and/or WCMIS if the file number and/or unit number is not indicated.

10. Deliver completed DE 8720 form(s) and 3X5 card(s) to Clerical unit.
11. Immediately notify the SWFI and/or the WFI when a CFF is requested by the Appeals and State Hearing Section.
12. Batch and mail INF 242, DMV Request to:

DMV  
Attention: Forms Management  
P.O. Box 944231  
Mail Station G202  
Sacramento, CA 94244-2310

14. Deliver WFP&I 342, Vehicle/Vessel Registration, to the Clerical Unit.

**NOTE:** The timeframe for processing the WFP&I 342 is two (2) working days.

15. Process and mail the CA 3515, Franchise Tax Board Request.
16. Receive, process and deliver the WFP&I 327, IEVS Request, to the WFI within five (5) working days of receipt.
17. Receive and fax documents as requested by SWFI and/or WFI.
18. Request real property information from Property Pro as requested by SWFI/WFI.
19. Ensure current rosters are filed/documented.



**01-102      GENERAL RESPONSIBILITIES (continued)****I.      PROCESS COMPLETED INVESTIGATION - NEGATIVE FRAUD FINDINGS**

The UC shall process the completed investigation with negative fraud findings as follows:

1.      Receive the Central Fraud Folder (CFF) including the WFP&I 113, Investigative Report, and historical DPSS case record (if available) from SWFI.
2.      Annotate the following on the WFP&I 150, Control Log:
  - a.      Case Name;
  - b.      Case Number;
  - c.      Date SWFI approved closing the investigation;
  - d.      File Number
  - e.      Destination (Suspense, etc.)
3.      Complete district fraud folder and distribute as follows:
  - a.      For open DPSS case, forward folder to District Office; or
  - b.      for closed DPSS case, file in the historical case record prior to returning case record to FKI.
4.      Batch and return historical cases to Clerical Suspense section for return to FKI.
5.      Update MAPPER to show investigation as closed.
6.      Annotate date on Facts Input Document (FID) and file FID in CFF.
7.      Forward CFF to Clerical Suspense Section.
8.      Upon receipt of completed FID from clerical unit, the UC shall:
  - a.      Initial FID as received.
  - b.      File FID and retain copy for five (5) years.

**01-102      GENERAL RESPONSIBILITIES (continued)****J.      PROCESS POSITIVE INVESTIGATION - NOT REFERRED FOR PROSECUTION**

For positive investigations with a total overpayment (Cash and Food Stamps) of less than \$1500 or District Attorney Team (DAT) declines to prosecute, the UC shall complete the following:

1.      Receive CFF from SWFI.
2.      Annotate WFP&I 150, Control Log as follows:
  - a.      Case Name;
  - b.      Case Number;
  - c.      Date SWFI approved investigation as closed;
  - d.      WFI File Number; and
  - e.      Destination
3.      For investigations closed on an open DPSS case, the UC shall prepare a District Fraud Folder, which includes the a copy of the WFP&I 113, Investigative Report, as follows:
  - a.      Annotate the district name, number and Eligibility Worker (EW) file number on the outside of the folder.
  - b.      Annotate (or stamp) folder "DISTRICT FRAUD FOLDER and place in envelope to be sent to district by County Mail.
  - c.      Prepare a PA 6-1 Transmittal and attach it to the outside of the envelope.
  - d.      File and retain the signed copy of the transmittal for tracking purposes, when the signed copy is received from the district.
4.      For a closed investigation on a closed DPSS case, the UC shall file the completed District Fraud Folder in the historical case and return to FKI.
5.      Process FID as outlined in Section I., 4. above.

**01-102      GENERAL RESPONSIBILITIES (continued)****K.      PROCESS POSITIVE INVESTIGATION - REFERRED TO THE DISTRICT ATTORNEY TEAM (DAT) FOR PROSECUTION**

For positive investigations referred to DAT (total cash and/or Food Stamp overpayment in excess of \$1500), the UC shall complete the following:

- A.      Receive the CFF from SWFI.
- B.      Annotate the Control Log as follows:
  - 1.      Case Name
  - 2.      Case Number
  - 3.      Date SWFI approved closing the investigation.
  - 4.      File Number
  - 5.      Lists DAT case on PA 6-1, Transmittal
  - 6.      Return case, with transmittal attached, to SWFI for review.
  - 7.      Re-assign case on LEADER and MAPPER to original WFI, if case is returned from the DAT Unit for additional work.



**01-103 SPECIALIZED UNITS**

The Unit Clerk assigned to a specialized unit must perform the following duties in addition to the duties outlined in Section 01-100 through 01-102 above:

**A. INTAKE UNIT**

1. Receive telephone call from informant:
  - a. Document pertinent information, such as but not limited to, the informant's name, address, phone number; suspect's name, address, phone number, and the allegation.
  - b. Log call on control log.
  - c. Clear all names and other identifying information on LEADER, WCMIS and MAPPER.
2. Document and control "walk-in" referrals
3. Document and control all Early Fraud referrals
4. Process closed investigations and forward to Suspense Unit.
5. Clear correspondence via LEADER, MAPPER, and/or WCMIS.
6. Prepare CFFs and deliver to assigned WFI or to Assignment Unit.
7. Process Priority "A" referrals within 3 days and Priority "B" referrals within 30 days.
8. Print various computer screens and file in the CFF.
9. Clear "Subsequent Referral(s)" and submit to assigned WFI.

**B. SPECIAL ASSIGNMENT UNIT (SA-01)**

1. Type letters to other counties, departments, State and federal agencies.
2. Type "Fact Sheet" as requested by SWFI.
3. Process paperwork in expedited manner as necessitated by timeframe for Special Assignment investigations.
4. Maintain confidentiality of sensitive information related to Special Assignment investigations.

**01-103      SPECIALIZED UNITS (continued)**

5. Maintain control for referrals transferred to District Attorney Investigative Unit (DAI).
  - a. Use code "OD1" on MAPPER for files transferred to the DAI unit.

**C.      APPEALS AND STATE HEARING (ASH) LIAISON**

1. Coordinate case review schedule for ASH personnel;
2. Retrieve requested case(s) for review;
3. Type required ASH correspondence;
4. Maintain ASH control log.

**D.      REWARD AND CHILD CARE UNIT**

1. Submit qualified Reward cases to supervisor.
2. Type data for qualified Reward and Child Care investigations.
3. Complete the following for cases accepted by the District Attorney for prosecution:
  - a. Type the "Disposition of Arrest"
  - b. Type the "Arraignment Letter"
  - c. Input the Court BA number on LEADER and MAPPER when case is returned from WFP&I's unit (P05) at the Criminal Courts Building.
4. Complete the following for cases returned to WFP&I following participant's conviction on criminal charges:
  - a. Type Intentional Program Violation (IPV) Packet (PA 245, PA 771, WFP&I 92 and WFP&I 301).
  - b. Forward IPV packet(s) to appropriate district and Finance Department (Food Stamps) with attached transmittal (PA 6-1) instructing district to sign and return a copy.
  - c. Maintain control log for returned transmittals.
  - d. Close investigations on MAPPER.

**01-103 SPECIALIZED UNITS (continued)****E. DECEASED PERSONS MATCH (DPM) AND WELFARE FRAUD LINKAGE ANALYSIS DATA SYSTEMS (WFLADS) UNIT**

1. Clear DPM abstracts and WFLADS referrals on WCMIS, MAPPER and LEADER including review of LEADER Fraud screens.
2. Type DPM report and envelope and forward to State Fraud Hotline Coordinator.

**F. STATE MATCH UNIT (INCLUDING CALIFORNIA YOUTH AUTHORITY (CYA) AND JAIL MATCH)**

1. Clear State Match referrals, CYA and Jail Match abstracts on LEADER, WCMIS and MAPPER, including the LEADER Fraud Screens.
2. Type appropriate letter(s) for CYA investigations (i.e. inquiries to Juvenile Camps, CYA Master Files, etc.) as requested by SWFI and WFI.
3. Maintain control Logs for State Match CYA referrals.
4. Type State Match report and forwards to State Fraud Hotline coordinator.

**G. ELECTRONIC BENEFIT TRANSFER (EBT) UNIT**

1. Receive EBT printouts/data clearance from the designated SWFI or WFI.
2. Obtain LEADER clearings.
3. Place EBT and LEADER printouts in a Central Fraud Folder and forwards to the SWFI.
4. Receive and process completed investigations per existing procedures.

**H. PROSECUTION UNIT - HEADQUARTERS**

1. Receive assignments from IFDS Unit and type control logs for WFIs.
2. Input assigned file number(s) on LEADER and MAPPER.
3. Complete the following for investigations accepted for filing by the District Attorney Team (DAT) unit:
  - a. Type the "Disposition of Arrest"
  - b. Type the Arraignment letter



**01-103 SPECIALIZED UNITS (continued)**

- c. Input the Court BA number on LEADER and MAPPER for cases returned from the CCB unit.
- 4. Complete the following for DAT cases returned following conviction:
  - a. Type IPV Packet (PA 245, PA 771, WFP&I 92 and WFP&I 301.)
  - b. Forward packet to appropriate district and Finance Department (Food Stamps) with transmittal attached instructing district to sign and return copy.
  - c. Maintain control log for returned transmittals.
  - d. Close investigations on MAPPER.

**H. PROSECUTION UNIT - CRIMINAL COURTS BUILDING**

- 1. Log status of cases received from Headquarters on Filemaker Pro (i.e files kept, returned, declined and non-DPSS evidence).
- 2. Input assigned cases on MAPPER AND LEADER.
  - a. Input overpayment/overissuance amount(s)
  - b. Input Court case number.
- 3. Prepare case balance inquiry and forward to District Attorney staff.
- 4. Collect and record payment received from Defense Attorneys and participant.
- 5. Maintain log of payments as follows:
  - a. Annotate where payments were made;
  - b. Post payments if LEADER reflects no payments previously made;
  - c. Receive Posting Report from LEADER Benefit Recovery;
  - d. Locate un-posted payments and inputs money to proper claim;
  - e. Adjust claims on LEADER if research indicates previous payment applied to incorrect claim;
  - f. Obtain signature of Attorney and/or Participant on receipts generated by LEADER;

**01-103****SPECIALIZED UNITS (continued)**

- g. Forward copies of receipts to WFP&I Cashier at Headquarters.
- 6. Maintain transmittal (PA 6-1) log of daily deposits.
- 7. Type and forward IPV Packets to appropriate district for Cash overpayment and Finance Department for Food Stamp overissuance.
- 8. Maintain IPV control log.
- 9. Obtain requested data from the Prosecutor's Information Management System (PIMS) for WFP&I staff at CCB and Headquarters.
- 10. Input closing data on MAPPER at completion of court actions.